

# Arkansas Insurance Department

Asa Hutchinson  
Governor



Alan McClain  
Commissioner

MAY 11, 2020

BULLETIN NO. 25-2020

**TO: ALL TITLE INSURERS AND ALL TITLE INSURANCE AGENCIES DOING BUSINESS IN THIS STATE, AND ANY OTHER INTERESTED PARTIES**

**FROM: ARKANSAS INSURANCE DEPARTMENT**

**SUBJECT: SUSPENSION OF ON-SITE AUDITS BY TITLE INSURERS**

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The Arkansas Insurance Commissioner is issuing this Bulletin to assist consumers with insurance policies affected by the outbreak of the COVID-19 virus in Arkansas, providers of health services attempting to treat and contain the outbreak, and entities regulated by the Arkansas Insurance Department as they deal with urgent needs caused by the occurrence of the virus in Arkansas.

The Arkansas Insurance Department is committed to assisting its fellow state agencies, local health departments, emergency managers, and health care providers in providing for the health and welfare of the people of Arkansas.

On May 5, 2020, Governor Asa Hutchinson issued Executive Order 20-25 declaring a statewide state of emergency for the purpose of extending the public health and disaster emergency and declaration of the State of Arkansas as a disaster area resulting from the state-wide impact of COVID-19 an additional forty-five (45) days from the issuance of EO 20-25.

The Order may impact various insurance regulatory statutes so that the Department may effectively render maximum assistance to overcome any potential impediment to the rapid and orderly rendering of assistance to our citizens affected by the virus.

## **ON-SITE AUDITS BY TITLE INSURERS SUSPENDED**

Recognizing the important public need of limiting in-person contact and travel to mitigate the spread of COVID-19 in the state, the Commissioner determines that the on-site audits by representatives of title insurers of agencies appointed with the insurer as required by Ark. Code Ann. § 23-103-411(a) is an impediment to the rendering of assistance to our citizens affected by the virus.

Therefore, the Commissioner directs all title insurers regulated by the Department to suspend on-site audits of agencies appointed with the insurer during the 45-day period beginning with the date Executive Order 20-25 was signed.

Any questions regarding this Bulletin should be directed to [insurance.legal@arkansas.gov](mailto:insurance.legal@arkansas.gov) at the Arkansas Insurance Department or by phone at (501) 371-2600.



ALAN MCCLAIN  
INSURANCE COMMISSIONER  
STATE OF ARKANSAS

**MAY 11, 2020**  
DATE